

Chapter 5: Role of the Agency/Organization Program Coordinator

5.1 Overview: The Agency/Organization Program Coordinator (A/OPC) is responsible for the day-to-day operation of the SmartPay Program. This individual also serves as liaison between cardholders and the issuing bank. EAGLS Training for A/OPC's is on the EAGLS website, which is available 24 hours a day, 365 days a year. The only requirement to log onto the website is the A/OPC's User ID and Password. This website contains updates on EAGLS, online forms and computer-based training. User manuals and program guides are viewable and downloadable via the THD website. The A/OPC will also be able to hyperlink directly to other related websites such as EAGLS Report and Insta-Tech and obtain general and helpful hints to assist in their daily tasks.

Through EAGLS, individual cardholders can only perform maintenance on their own accounts including account activation, requesting a new card, or changing an ATM PIN number. These maintenance items are not the responsibility of the A/OPC. The range of responsibility of A/OPCs for cardholders' accounts differs with the specific A/OPC position. The A/OPC's access to account information is limited to cardholder's accounts within their hierarchy level or below. A summary of this hierarchy follows:

<u>Title</u>	<u>Level</u>
Department of the Interior A/OPC	HL1
National Park Service A/OPC	HL2
Regional A/OPC (Includes Service and Program Centers)	HL3
Park A/OPC	HL4
NPS Divisions within Park A/OPC	HL5

5.2 Responsibilities: The A/OPC is responsible for the following functions:

- Processing of Application Forms for SmartPay Card Accounts
- Maintaining cardholder accounts
- Conducting internal auditing of cardholder accounts
- Handling Transaction Disputes on Centrally Billed Accounts (CBA) and/or Individually Billed Accounts (IBA)
- Transferring of Cardholders

5.3 Processing Application Forms:

- A. The application is completed by the individual cardholder and forwarded to the reviewing official for approval.
- B. After approval of the application, the reviewing official forwards the application to the A/OPC.
- C. The A/OPC verifies that all information is correct and accurate. A credit limit is set based on the NPS Option Set guidelines.
- D. The A/OPC faxes the application to the issuing bank for processing.

5.4 Maintaining Cardholder Accounts: All cardholder accounts are processed in EAGLS using the following guidelines:

- **Queued Credit Limit Change Requests:** The A/OPC is responsible for determining whether a credit limit increase request is warranted in an individual cardholder's account. This request must be approved by the cardholder's reviewing official. The A/OPC then enters the approved changes in EAGLS
- **Activation/Deactivation of Accounts to Cover Special Situations:** This can include activation of an account to cover a specified period of time or function. For more information on these conditions please refer to the EAGLS website.
- **Review of Account Renewal Reports:** The A/OPC is responsible for reviewing the Account Renewal Reports and for closing accounts. Keep in mind that the Account Renewal Report generates accounts that are due to expire 90 days prior to the account renewal date. If no action is taken prior to 45 days before the renewal date, a new card will be mailed automatically. It's very important that new cards not be forwarded to cardholders who have terminated employment or separated from the Government.
- **Transfers of Charges:** In the event of billing errors to accounts between individually billed and centrally billed transactions, the A/OPC has the authority to transfer these transactions between centrally billed and individually billed accounts. The cardholder requests the transfer through EAGLS and it is queued to their A/OPC. If the A/OPC needs a transaction moved on their own account, they must go to the next level A/OPC.
- **Transfer of Cardholder:** When a cardholder transfers to another office/park/region within the NPS, their cards may transfer to the new location along with them. Once notified by the cardholder, the gaining A/OPC should make sure the hierarchical and account information is correct prior to the cardholder using their card.

5.5 Conducting Internal Reviews and Audits:

- A. The A/OPC is responsible for ensuring that cards are being used correctly, efficiently and legally. The A/OPC have the discretion of monitoring all card account activity within their hierarchy regardless of the cardholder involved. If concerns or questions occur as a result, these will be documented and brought to the attention of both the cardholder and the reviewing official.
- B. In cases of suspected misuse, the A/OPC can, after notification to the cardholder and the reviewing official, suspend a cardholder account while an investigation is pending. Cancellation of the account is warranted if misuse is confirmed. These actions by the A/OPC are conducted by telephone with the issuing bank.
- C. Audits help to ensure that cards are being used correctly, efficiently and legally. The Accounting Operations Center (AOC) will, on a quarterly basis, provide to A/OPCs a list of randomly selected cardholders. Park and Office A/OPCs will review these cardholder's purchases to ensure that the card is being used properly for both purchases and travel. Reviewers shall document their findings in accordance with locally developed procedures.